

## Education

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**The University of North Carolina at Charlotte**  
Master of Science in Information Technology

**Jan 2024 – May 2025**  
Charlotte, NC

**Sri Venkatesa Perumal College of Engineering and Technology**  
Bachelor of Technology (Electronics and Communication Engineering)

**Jun 2016 – Sept 2020**  
Andhra Pradesh, India

## Technical Skills

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**Programming Languages:** Python, Core Java, C, HTML, CSS, XML, JSP

**Database and Scripting :** SQL, MongoDB, Shell Scripting, Cronjobs

**Tools and Technologies:** Zoho Ticketing, Jira, Tableau, Putty, SecureCRT, Wireshark, WinSCP, Kafka, Docker, Microsoft Office

**Networking & Security:** Cisco VPN, FortiClient VPN, Firewall Management, IPsec, SSL VPN, TCP/IP Protocols.

**System & Network Administration::** Linux, Windows, Docker, Shell Scripting, Network Services.

## Experience

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### 6D Technologies

**Sept 2022 - Dec 2023**

#### Implementation Engineer

Bangalore, India

- Delivered 5+ feature upgrades, enhancing system performance and customer satisfaction by 20%.
- Conducted 15+ root cause analyses, reducing system downtime by 30% through efficient issue resolution.
- Optimized business applications by debugging SQL, Linux, and API interfaces, decreasing error rates by 25%.
- Designed and validated 10+ API's, increasing customer satisfaction scores by 15% and product capabilities.
- Automated key processes with scripts, reducing manual workload by 40% and boosting operational productivity.
- Discovered and fixed issues through log analysis, ensuring Linux server's optimum performance and stability.
- Optimized system utilization to maintain flawless performance and prevent operational issues.
- Managed databases to guarantee effective maintenance, retrieval, and storing of crucial information.
- Generated revenue and traffic statistics to aid with business insights and data-driven decision-making.

#### Onsite Deployment Projects, Yangon, Myanmar

- Led 30+ pre/post sanity and load tests, ensuring 99.5% system uptime and performance stability.
- Conducted 10+ client meetings, translating business needs into technical specifications, reducing requirement gaps by 35%.
- Coordinated cross-functional communication efforts among stakeholders for resource management; facilitated over 12 significant changes that contributed to achieving milestones two weeks earlier than the original project timeline.
- Achieved system stability and operation after completion of upgrade deployment.

### Route Mobile Limited

**Jan 2021 - Sept 2022**

#### L1/L2 Product Support Engineer

Bangalore, India

- Resolved 100+ Tier 1 & Tier 2 client issues, improving API response efficiency by 25%.
- Integrated and tested 50+ APIs, reducing client-specific issues by 40% and streamlining operations.
- By integrating and testing APIs, client-specific difficulties were resolved. Coordinated escalations with senior specialists and met productivity, QA, and CSAT targets.
- Cisco VPN and Forti Client VPN were used to configure and handle secure remote access for global teams.
- Monitoring system alarm on regular bases and taking appropriate action based upon the severity to ensure smooth functioning of servers.
- CPs' SMPP, ECM, and HTTP accounts were created and updated to ensure efficient operation and integration.
- Performing routine Health Check of all the servers to ensure smooth operation of VAS services.
- To improve security and compliance, phishing and spam numbers were found and prevented using MySQL and GUI-based tools.
- Consistent problem solving and client coordination.
- Scripting and cronjob development expertise.

## **ZenQ Intern**

**Sept 2020 - Oct 2020**  
Hyderabad, India

- Designed and executed 100+ test cases, increasing software reliability by 30% and ensuring defect-free releases.
- Developed automated test scripts, identifying 20+ critical defects and improving test coverage by 35%.
- Involved in sprint testing and daily stand-ups while working in an Agile setting.
- Solicited input, found usability problems, and made sure business requirements were fulfilled in order to support UAT sessions.
- Collaborated with developers to effectively fix issues by using JIRA to log and track bugs.
- Stream lined the QA process by creating and maintaining test cases, test reports, and test plans.
- Engaged in several SDLC and STLC phases, obtaining practical expertise with QA techniques.
- Administered UI, functional, and regression testing to guarantee system stability and flawless user experience.

## **Projects**

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### **Linux System Diagnostics**

- Built Linux diagnostic scripts, improving system monitoring accuracy by 40% and optimizing memory & CPU tracking.

### **Cloud Computing and Distributed Systems**

- Developed innovative scripts leveraging distributed architecture findings directly contributed to addressing the three primary bottlenecks affecting computational throughput within high-load environments.

### **Operating Systems and Network Security**

- Applied distributed system principles, optimizing parallel computing performance by 25%.

## **Certifications**

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Joy of Computing Using Python - National Programme on Technology Enhanced Learning (NPTEL).

Core Java Certification – A Grade (Keys).